

**COMPLAINT DISPOSITION SUMMARY November 17, 2011**

	<u>YTD November 2011</u>	<u>YTD November 2010</u>	<u>2010</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>
<b>Complaints Received</b>	53	130	130	129	128	99	82
<b>Complaint Dispositions</b>	<u>27</u>	<u>83</u>	<u>83</u>	<u>123</u>	<u>118</u>	<u>138</u>	<u>97</u>
<b>Disposition Breakdown</b>							
No Action/Dismissed	69	34	34	30	42	37	57
Letter of Counsel*	5	19	19	21	24	12	14
Letter of Warning*	1	5	5	4	6	23	22
Private Reprimand*	13	2	2	23	17	3	23
Public Actions*:							
Reprimand	2	4	4	7	18	1	4
Suspension	4	2	2	39	1	1	5
Revocation	7	4	4	27	32	3	6
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	14	5	5	62	29	8	25
Administrative Fine**	20	3	3	63	31	8	34
<b>Follow-Up Actions</b>							
Non-Compliance Suspensions	1	2	2	0	0	13	13

\* Disciplinary Actions May Involve Multiple Complaints in One Settlement Order

\*\* Included in Private Reprimands and Public Disciplinary Actions